**IT Applications, Ch 7, Information Management**

Information management and its importance to organisations and the strategies used by organisations to store, communicate and dispose of their data and information.

**Importance of data and information to organisations**, p 249

Characteristics of information

1. Distinguish between data and information.

Data is the raw, unorganised facts such as figures or symbols feed into the computer. Note that it may also refer to ideas or concepts before refinement. Information on the other hand is obtained when data is manipulated into a meaningful and useful form (ie becoming output). This is commonly achieved by organising and presenting it in a that suits the needs of the intended recipient.

Qualities of information

2 Elaborate briefly on the following qualities of information:

* Completeness

Information is considered as complete it includes all relevant information and hence the user doesn’t have to find additional information. It can be difficult deciding however what is relevant.

* Timeliness

Timeliness refers to ensuring that the information and the data of which it is based is timely ie ensuring information is given before a date required.

* Accuracy

Accuracy refers to insuring that information is correct and not flawed as this may cause serious ramifications.

* Unbiasedness

Output must be unbias by being carefully designed and implemented. A likelihood of a bias solution should be identified so users are aware. Common bias occurs from sorting, graphic representation, gender ect.

* Clarity

Clarity refers to ensuring that the intended message or conclusion from the information is clear to maintain a high effectiveness.

1. Distinguish between an organisational goal and a mission statement.

A orgainsational goal is an explainaition of how an organisation intends to go about its mission statement which is the organisations purpose (or aim to achieve).

1. What is the role of the system goal?

The primary role of system goals are to explain the specific role of the information system in obtaining the organisations goals and hence mission.

**Legal Obligations, key laws relating to uses of information and ICT.**

1. Privacy Act 1988
   1. List the 3 main areas of the Privacy Act 1988.

* Safeguards regarding to collect and use of TFN’s by federal gov agencies
* Protection of individuals’ private info
* Information about peoples credit worthiness by credit agencies
  1. List the 11 information privacy principles.
* Manner and purpose
* Solicitation (why)
* Storage and security
* Information about what & why being kept
* Individuals can access their own information
* Records are accurate, up to date and amended if contain errors
* Records to be checked for accuracy by record keeper before use (ie relevant, timely, complete and accurate)
* Information can only be used as stated when collected
* Information can’t be disclosed without prior consent
  1. What amendments were made to the Privacy Act 1988 to address limitations?

Some of the key amendments to the Privacy Act 1988 to address limitations include;

* Ensuring that private and other non-government organisations had to comply with the requirements of the said act.
* Restricting internet usage data by having some legal protection
  1. List the provisions under the Act from p 255.
* Use of personal data for direct marketing via email
* Privacy of workplace email
* Individuals protected on how data collected
* Websites must display the privacy policy on how it will be used and what is collected

If I am missing anything or answering it wrong then if you could let me know.

1. Information Privacy Act 2000
   1. Describe the nature of this Act.

This act is based on a set of 10 principles which are derived from the 11 information privacy principles. It is the guideline for Victorian government agencies. It covers the same areas of the federal act but it is customised to fit the requirements of the Victorian public sector.

1. Health Records Act 2001
   1. Why was this legislation introduced?

This legislation was introduced with the intention of protecting the patients’ medical information. It was introduced separately to the IPA as it covers both the public and private medical sectors.

* 1. Describe the provisions of this Act.

The key provisions of this act include how it allows people to access their own information as well as the privacy principles for both types of sectors. It ensures that the information is gathered only to be used for the primary purpose for which it was gathered. It allows 3rd party strict use.

1. Copyright Act 1968
   1. Define intellectual property and what it applies to?

Intellectual property is any product of human thought that is unique and not self evident. It applies to the varies types of media including music, programs ect.

* 1. Describe the provisions of this Act?

The provisions of this act is that a free, and automatic protection for the intellectual property as soon as it is recorded in a tangible way. It ensures that something is only used if right is given or sold.

* 1. What does the Copyright Act not apply to?

The copyright act doesn’t apply to the entirety of some works as for example games where the code is one copyright, the videos are another hence a part may be freeware or not protected by anyone. Similarly anything not tangibly recorded.

* 1. What was the significance of the Australia-United States Free Trade Agreement, (AUSFTA)?

The AUSFTA is significate because it makes Australia’s copyright act have to fit in Americas.

* 1. How long does copyright apply for?

Copyright applies for the life of the creator + 70yrs (correct as per print date)

* 1. When is copyright infringed?

Copyright is infringed if you breach the licence agreement, distribute, copy, broadcast or remove copy protection.

* 1. List the exemptions to copyright, p 260.

Common exemptions of copyright include, legitimate copying (ie personal backup), copy for personal use (ie mp3s ect), changing format (video ->dvd) ect.

* 1. What are the penalties for infringing copyright?

Penalties for infringing copyright include paying for ‘damages’, (generally upto $93500 and/or 5yrs imprisonment.

1. Charter of Human Rights and Responsibilities
   1. From p 266 (sections 13, 14 and 15) list the human rights that protected in Victoria under the following:
      1. Privacy and reputation

* Not have their privacy, family, home or correspondence unlawfully or arbitrarily interfered with; and
* Not to have their reputation unlawfully attacked.
  + 1. Freedom of thought, conscience, religion and belief
* Freedom to have or to adopt a religion or belief of or her choice
* Freedom to demonstrate this in worship, observance, practice and teaching, either individually or as part of a community, in public or in private.
* Someone must not be coerced or restrained in a way that limits his or her freedom to have or adopt a religion or belief in worship, observance, practice or teaching.
  + 1. Freedom of expression
* Right to hold an opinion without interference
* Right to freedom of expression which includes; seek, receive and impart information and ideas of all kinds, whether within or outside Victoria and whether in forms including;
  + Oral
  + Written
  + Print
  + Way of art
  + Other medium chosen by them

This may be restricted if it doesn’t

* Respect the rights and reputation of another person
* Protect national security, order, health or morality.

1. Spam Act 2003
   1. What is spamming?

Spamming refers to the process of either posting undesirable messages to newsgroups and mailing lists or sending unsolicited emails indiscriminately for a product or service, similar to junk mail.

* 1. Why was the Act introduced?

This act was introduced to combat problems including cost to business caused by unwanted and generally unwelcome messages.

* 1. What are the three conditions that must be met by any commercial electronic message?

Must identify themselves, allow users to unsubscribe, be responsible and contain accurate information.

* 1. What messages are covered by the Act?

Messages that are covered in the act have to be commercial in nature ie emails, SMS ect

* 1. What messages are not covered by the Act?

Hence those that aren’t include; non-commercial. Ie Non electronic ie flyers, voice2voice marketing, most popups.

* 1. List the financial penalties of breaching the Act.

220 000 for first time

Upto 1.1 million if 2nd + offence